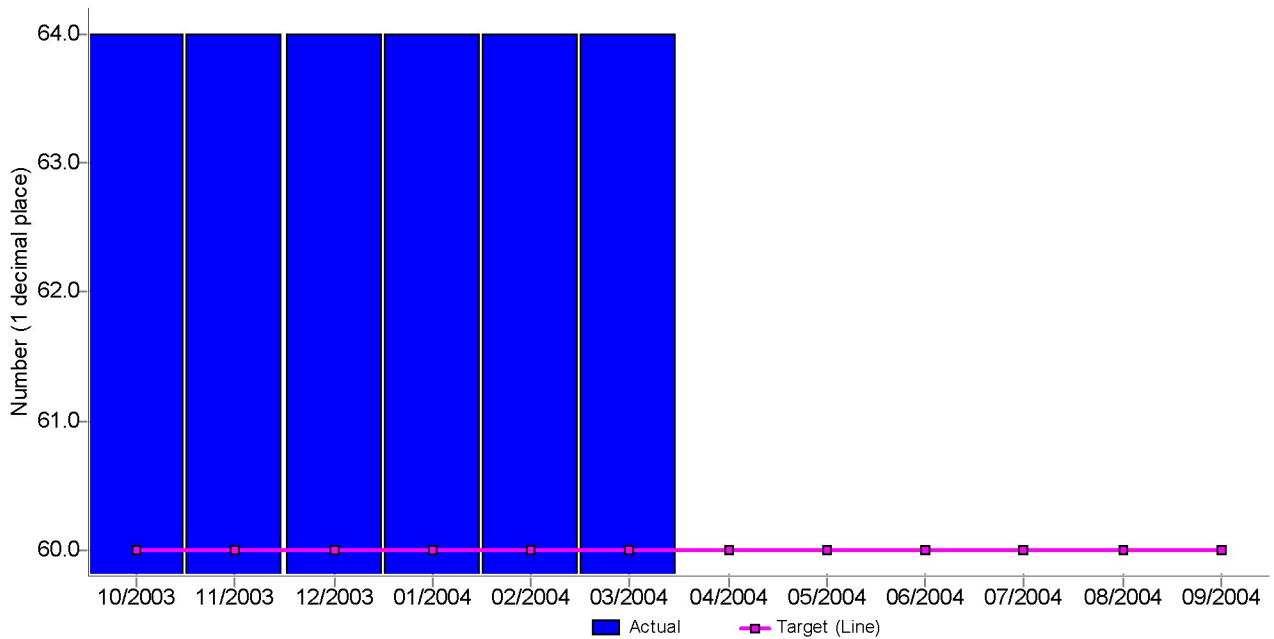


# Status of FAA Performance Targets

## TGT: Cust Satisfaction Scores (FAA) Previous 4 Years (Last Value)



### Description

TGT: Increase agency scores on the American Customer Satisfaction Index(ASCI) to 67 by FY 2008. The ASCI is a national indicator of the quality of goods and services available to the American public. (FY 2004 target is 62.)

The actual data shows the score for 2003.

### Period Table

	Actual	Target (Line)	Index Range
10/2003	64.0	60.0	Green
11/2003	64.0	60.0	Green
12/2003	64.0	60.0	Green
01/2004	64.0	60.0	Green
02/2004	64.0	60.0	Green
03/2004	64.0	60.0	Green
04/2004	--	60.0	Unknown
05/2004	--	60.0	Unknown
06/2004	--	60.0	Unknown
07/2004	--	60.0	Unknown
08/2004	--	60.0	Unknown
09/2004	--	60.0	Unknown

### Commentary (2003)

Scores for commercial pilots segment will be received in September 2004.